Future Systems Technology Advisory Panel

October 23 and October 24, 2008
L'Enfant Plaza Hotel
480 L'Enfant Plaza, SW Washington, D.C. 20024

Minutes

1. The Future Systems Technology Advisory Panel held its inaugural meeting on October 23, 2008 from 8:30 A.M. to 5:00 P.M. and on October 24, 2008 from 8:30 A.M. to 12:00 P.M. in the Monet II conference room of the L'Enfant Plaza Hotel in Washington D.C.. The meeting was open to the public from 8:30 A.M. to 5:00 P.M. on the first day and from 8:30 A.M. to 12:00 P.M. on the second day.

2. Attendees included:

    a. <u>Future Systems Technology Advisory Panel members</u>:

    Donnell Adams, Associate Commissioner for the Office of Telephone Services, Social Security Administration

    Phil Becker, Associate Commissioner for the Office of Telecommunications and Systems Operations, Social Security Administration

    Gregory E. Buoncontri, Executive Vice President and CIO, Pitney Bowes, Inc.

    John D. Halamka, MD, MS, Harvard University, CIO, Harvard Medical School, CIO, Beth Israel Deaconess Medical Center. Note: Dr. Halamka was available by telephone for one hour on October 23, 2008 only.

    Nancy LeaMond, Group Executive Officer for Social Impact, AARP. Note: Ms. LeaMond was present on October 23, 2008 only.

    Henry C. Lucas, Jr., Department Chair and Smith Professor of Information Systems, University of Maryland

    Maria R. Morris, Executive Vice President of Technology & Operations, MetLife, Inc.

    Franklin S. Reeder, Founder, The Reeder Group

    b. Social Security Administration Officials: Commissioner Astrue, Deputy Commissioner Jason Fichtner and Executive Counselor to the Commissioner David Foster.

    c. Social Security Administration Staff: Dianne Rose, Designated Federal Official (DFO)

    d. Members of the Public who presented oral or written statements: None

    e. Other members of the public: Several members of the public attended the meeting

3.   Description of matters:

    a. Welcoming remarks: Dianne Rose, Designated Federal Official, made welcoming remarks and panel members were sworn in. Michael J. Astrue, Commissioner of Social Security, made opening remarks. The panel charter was presented and read.

    b. The following presentations were made Social Security Administration personnel during the open meeting on day one and day two:

1. <u>SSA Systems</u> by William E. Gray, Deputy Commissioner of the Office of Systems

2. <u>Health Information Technology</u> by Glenn Sklar, Associate Commissioner of the Office of Disability Policy, Office of Retirement and Disability Policy

3. <u>IT Security</u> by Phil Becker, Associate Commissioner of the Office of Telecommunications and Systems, Office of Systems

4. <u>Personally Identifiable Information and E-Gov</u> by Greg Pace, Deputy Chief Information Officer of the Office of the Chief Information Officer

5. <u>E-Authentication</u> by Alan Lane, Executive Director of the Office of Notice Improvement and Authentication, Office of Retirement and Disability Policy

6. <u>Electronic Service Delivery</u> by Jim Borland, Deputy Associate Commissioner of the Office of Electronic Services, Office of Operations

7. <u>Customer Service/Telephone Services</u> by Roy Snyder, Deputy Associate Commissioner of the Office of Telephone Services, Office of Operations

    c. Stuart Besser, Attorney of the Office of the General Counsel gave a briefing on Ethics for Special Government Employees during the business lunch session.

    d. The panel currently has a 2-year term. The Commissioner will pursue legislation to make this advisory panel a permanent advisory group.

    e. The panel shall provide its preliminary report of advice and recommendations to the Commissioner in the spring of 2010.

    f. The panel was told that the agency's immediate priorities include reducing the backlog of disability hearings cases as well as improving productivity to process increasing workloads due to the baby boom. This happens at a time when funding, as always, must be optimally utilized to improve productivity.

    g. The Commissioner said that he does not think that the agency will be able to move away from COBOL completely. He also said that SSA is the largest repository of medical information in the world and he discussed homelessness as it relates to internet services.

h. The panel received information specifically in the following areas and had brief discussions with the SSA executives to address any questions related to the information provided:

> Using electronic disability records and health information technology
> Decreasing human involvement in the disability claims process,
> Improving methods of authentication and risk mitigation,
> Increasing points of presence in the community,
> Improving data exchanges,
> Improving telephone response times,
> Connecting telephony to e-services,
> Increased video teleconferencing,
> Improving data center support,
> Improving agency marketing, and
> Collaborating with the private sector to address priorities

i. The panel asked for information about the agency's business process, its deliverables and intermediaries, the number of e-transactions it processes as well as transactions in total, the types of calls made to the 800 number, use of electronic funds transfer, an assessment of the business impact of using different authentication standards and high level information concerning the agency's spending. This information will be gathered and provided before the next panel meeting or as soon as it is obtained.

j. The panel agreed that it prefers free flowing panel discussions to structured presentations at this time. In the future, the panel agreed that dress for panel members will be business casual.

k. The panel asked for a high-level briefing concerning the agency's business process (Social Security 101) and business practices, including metrics. It also asked for a high-level briefing on the Disability Determination Service's business process and a basic explanation of the disability program. These briefings will be provided at a future meeting.

l. The panel asked for a briefing on the agency's Personal Earnings and Benefit Estimate Statement (PEBES) experience. This presentation will be provided at a future meeting.

m. The panel asked to make trips to SSA field offices and Hearing offices. They also asked to see a demonstration of the Electronic Case Analyisis Tool (eCAT). The agency will arrange for panel members to see Field offices, Hearing offices and a demonstration of eCAT at offices near the panel members' homes. These visits will be conducted before the next panel meeting.

n. The panel asked for information of the agency's infrastructure costs and discussed the use of other infrastructures (similar to banks) to handle large volumes of work.

o. The panel asked that a cross-component group of SSA executives be available to discuss issues at the next panel meeting.

p. The panel heard that an Internet claim process will be launched next month.

q. The panel asked for an activity based accounting comparison of the cost to file a claim using the phone versus the cost to file a claim in a field office. This information will be provided before the next panel meeting or as soon as it is available.

r. The panel discussed SSA's business partners and stakeholders, its vision and its challenges as well as obstacles to its progress. The panel also discussed methods to achieve remote access to the public on a 24 hour-per-day/365 day-per-year basis.

s. The panel discussed marketing on-line services, the types of channels that can be utilized and whether the channels can be married with each other. It asked which online relationship the agency should emulate.

t. Nancy LeaMond offered to share research on people using the internet who are over 50 years of age.

u. The panel asked that acronyms not be used.

v. The panel will determine its next meeting date and was asked by the Designated Federal Official to consider the first week in February.

w. A panel chair will be selected at a future meeting. In the interim, Mr. Reeder volunteered to be the transitional chair.

3. Certification

I, Dianne L. Rose, Designated Federal Official for the Future Systems Technology Advisory Panel ("FSTAP Panel") hereby certify that the above minutes accurately describe the first meeting of the FSTAP panel, held on October 23, 2008 from 8:30 A.M. to 5:00 P.M. and on October 24, 2008 from 8:30 A.M. to 12:00 P.M. in the Monet II conference room of the L'Enfant Plaza Hotel, 480 L'Enfant Plaza, S.W., Washington D.C..

Dianne L. Rose